

RECEPTION SERVICES – PATIENT QUESTIONNAIRE

We carried out a survey of our Reception/Front of House services during October 2017, and patients were invited to complete questionnaires whilst waiting for their appointments. In total, we received 134 responses, and are grateful for the time and input from those that took part.

(Please ✓ in the appropriate box)

Do you find the waiting areas to be clean and comfortable?				
Yes	133	No	1	
Comments: Mobile phones can be a distraction.				
Is there sufficient information on display for your needs?				
Yes	132	No	2	
Comments: Too much information.				
Is our automated check in system easy to understand and use?				
Yes	127	No	7	
Comments: Not always working. Do not believe it to be hygienic. Prefer to speak to reception. Don't like computers.				
Do you find our reception team to be:				
Professional?	Yes	134	No	
Polite?	Yes	134	No	
Respectful?	Yes	134	No	
Knowledgeable?	Yes	134	No	
Helpful?	Yes	133	No	1
<p>Summary:</p> <p>This survey was particularly random – the questionnaires were left in the waiting areas for completion whilst waiting for appointments, and the results are exceptionally positive with 100% statement agreement in 4 key areas, and no less than 95% in all others.</p> <p>The comments provided by patients were very positive indeed, reflecting the professional way in which they are dealt with, the willingness of the team to go “the extra mile” when necessary, and the overall pleasant experience of visiting the practice for virtually any reason. Many mentioned the excellent care they receive at Beechfield from the clinical teams and GPs and their happiness with being registered here – and the simple fact that we care about what we do, which reflects strongly in the way that we do it!</p> <p>Thank you for taking the time and trouble to provide this essential feedback. Our Front of House team work exceptionally hard, usually in the background, to meet the needs of our 17500 patients. This exercise confirms that not only do they achieve those standards - they overwhelmingly exceed them for the vast majority of our patients.</p>				
DMcG Practice Manager		November 2017		